



Montgomery County Department of Public Safety



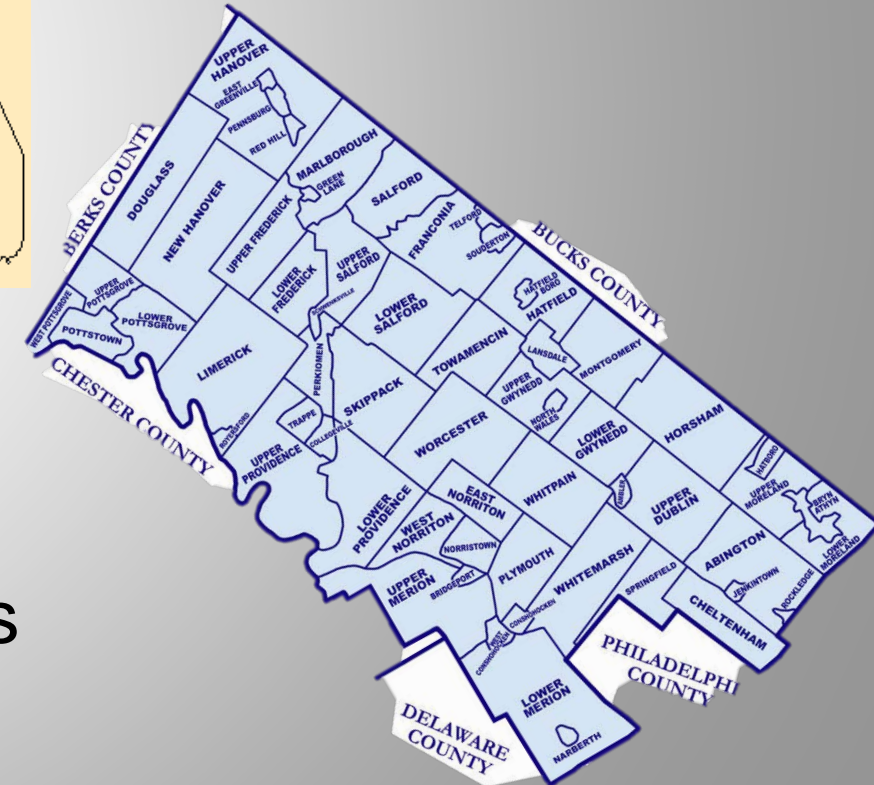
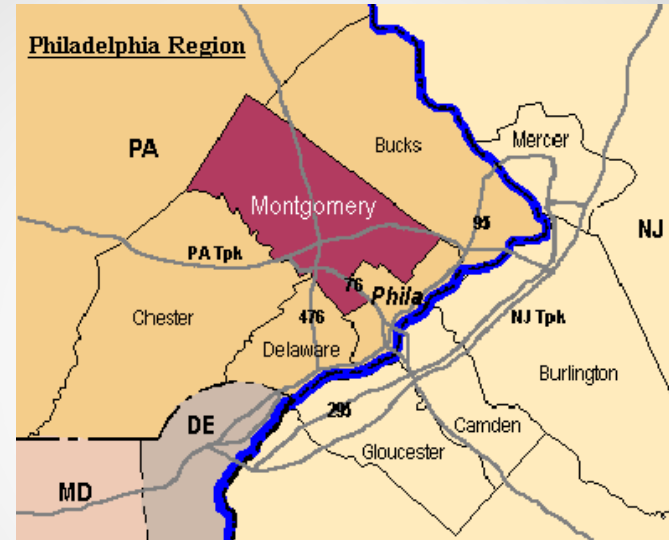
# Montgomery County, PA Everbridge Incidents





# Montgomery County, PA

- Philadelphia Suburb
- 487 Square Miles
- 822,000 residents
- 62 Municipalities
  - 92 Fire Companies
  - 51 Police Departments
  - 22 EMS Agencies
  - 62 Emergency Management Coordinators







Montgomery County Department of Public Safety



# Montgomery County Dept. of Public Safety

- Emergency Management
- Emergency Communications
- Emergency Medical Services
- Police, Fire, & EMS Training Academy





# Everbridge Incidents

- Simple!
- Allow for consistent messages
- Permission-able (is that even a word?)
- Trigger multiple incidents (scenarios)
- Email ingestion



## Launch Incident

Step 1 (of 2) - Select incident & enter details

Search template

### Scenarios

EOC Evacuation

### Individual Incidents

▶ \* MCDPS

▶ CAD Ingestion









































▶ LGS

▶ Scenarios

▶ Test

Delete

+ New Incident Template

<input type="checkbox"/>	Status	Name ^	Category
<input type="checkbox"/>  	Live	<a href="#">Alert</a>	<a href="#">LGS</a>
<input type="checkbox"/>  	Live	<a href="#">Code Red</a>	<a href="#">* MCDPS</a>
<input type="checkbox"/>  	Live	<a href="#">DPS Alert</a>	<a href="#">* MCDPS</a>
<input type="checkbox"/>  	Live	<a href="#">DPS Directors Conf. Call</a>	<a href="#">Scenarios</a>
<input type="checkbox"/>  	Live	<a href="#">EOC Evacuation</a>	<a href="#">Scenarios</a>
<input type="checkbox"/>  	Live	<a href="#">FieldComm Requested</a>	<a href="#">CAD Ingestion</a>
<input type="checkbox"/>  	Live	<a href="#">General Emergency</a>	<a href="#">LGS</a>
<input type="checkbox"/>  	Live	<a href="#">IST Request</a>	<a href="#">CAD Ingestion</a>
<input type="checkbox"/>  	Draft	<a href="#">JRRT Deployment</a>	<a href="#">* MCDPS</a>
<input type="checkbox"/>  	Live	<a href="#">Lankenau Hospital Alert</a>	<a href="#">CAD Ingestion</a>
<input type="checkbox"/>  	Draft	<a href="#">Lankenau Hospital Alerts</a>	---
<input type="checkbox"/>  	Live	<a href="#">MC US&amp;R Request</a>	<a href="#">CAD Ingestion</a>
<input type="checkbox"/>  	Live	<a href="#">Martin's Dam Alert</a>	<a href="#">Test</a>
<input type="checkbox"/>  	Live	<a href="#">River Gauge Alert</a>	<a href="#">CAD Ingestion</a>
<input type="checkbox"/>  	Live	<a href="#">SAN - Non Priority</a>	<a href="#">* MCDPS</a>
<input type="checkbox"/>  	Live	<a href="#">SAN - Priority</a>	<a href="#">* MCDPS</a>
<input type="checkbox"/>  	Draft	<a href="#">SWAT Dispatch</a>	<a href="#">* MCDPS</a>
<input type="checkbox"/>  	Live	<a href="#">Site Area Emergency</a>	<a href="#">LGS</a>
<input type="checkbox"/>  	Live	<a href="#">Telecommunicator OT</a>	<a href="#">* MCDPS</a>
<input type="checkbox"/>  	Live	<a href="#">Unusual Event</a>	<a href="#">LGS</a>



**Scenarios**

- EOC Evacuation

**Individual Incidents**

- ▼ \* MCDPS
  - Code Red
  - DPS Alert
  - SAN - Non Priority
  - SAN - Priority
  - Telecommunicator OT**
- ▶ CAD Ingestion
- ▶ LGS
- ▶ Scenarios
- ▶ Test

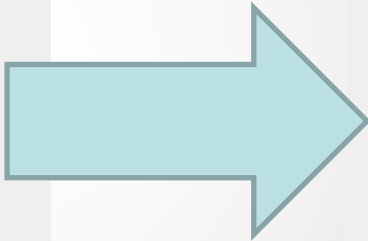
## Telecommunicator OT

Enter / update incident details below

\* 1 Notes

Overtime available tonight.

[Next >](#)



## Telecommunicator OT

Send E-mail Address: Montgomery County SAFER Notifications  
Sender Caller ID: United States:6106313028

### Create Message

High priority message ! i

\* Title  
MCDPS Telecommunicator OT

Body

**Text**  Include a separate message for email notifications i  Hide list of variables

All delivery methods

Overtime available tonight.

Email/Fax : 2443, SMS : 63, Estimated # of SMS : 1 i

**Speech**

Text-to-speech i

Use a voice recording

**Message type:**

Standard  Polling  Conference Bridge

i

\* Always send to these contacts

9 <a href="#">Individuals</a>	4 <a href="#">Groups</a>	0 <a href="#">Rules</a>	0 <a href="#">Map</a>
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## Code Red

Enter / update incident details below

1 Building i

Select...

Select...

EOC

PSTC

Next >

## Code Red

Sender E-mail Address: Montgomery County SAFER Notifications  
Sender Caller ID: United States:6106313028

### Create Message

High priority message i i

\* Title

MCDPS Code Red

Body

Text  Include a separate message for email notifications i  Hide list of variables

All delivery methods

\*\*MCDPS Code Red\*\* Telecommunicators needed immediately. Report to the EOC if available.

Email/Fax : 2393, SMS : 13, Estimated # of SMS : 1 i

Speech

Text-to-speech i i

Use a voice recording

Message type:

Standard i  Polling i  Conference Bridge i

\* Text Response i  Use Quotas i

1 Enroute

2 Delayed

3 Unavailable

[Attach Files](#) i

## Code Red

Sender E-mail Address: Montgomery County SAFER Notifications  
Sender Caller ID: United States:6106313028

### Create Message

High priority message i i

\* Title

MCDPS Code Red

Body

Text  Include a separate message for email notifications i  Hide list of variables

All delivery methods

\*\*MCDPS Code Red\*\* Telecommunicators needed immediately. Report to the PSTC if available.

Email/Fax : 2392, SMS : 12, Estimated # of SMS : 1 i

Speech

Text-to-speech i i

Use a voice recording

Message type:

Standard i  Polling i  Conference Bridge i

\* Text Response i  Use Quotas i

1 Enroute

2 Delayed

3 Unavailable

[Attach Files](#) i

# DPS Alert

Enter / update incident details below

## \* 1 Alert Type

DPS Alert

Select...

DPS Alert

DPS Staff Alert

1298 Skippack Pike

## 3 Municipality

Whitpain

## 4 Nature

Commercial Building Fire

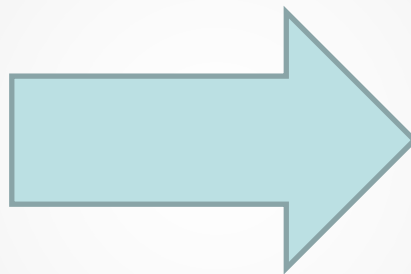
## 5 Notes

Fire department is currently operating at a 3 alarm commercial building fire. 10 residences have been evacuated as a precaution.

## 6 Operating Channel

REGION 6

Next >



# DPS Alert

Sender E-mail Address: Montgomery County SAFER Notifications

Sender Caller ID: United States:6106313028

## Create Message

High priority message

### \* Title

DPS Alert: Commercial Building Fire, 1298 Skippack Pike, Whitpain

### Body

Text  Include a separate message for email notifications  Hide list of variables

All delivery methods

DPS Alert:  
1298 Skippack Pike, Whitpain, Commercial Building Fire.

NOTES: Fire department is currently operating at a 3 alarm commercial building fire. 10 residences have been evacuated as a precaution.. Units Operating on REGION 6.

Email/Fax : 2195, SMS : 55, Estimated # of SMS : 3

### Speech

Text-to-speech

Use a voice recording

### Message type:

Standard  Polling  Conference Bridge

[Attach Files](#)

### \* Always send to these contacts

1

[Individuals](#)

0

[Groups](#)

0

[Rules](#)

0

[Map](#)

Enable the system to evaluate all the conditions for all levels

### Dynamic Selections

1

Individuals

24

Groups

0

Rules

0

Map



# DPS Alert

Enter / update incident details below

## \* 1 Alert Type

DPS Alert

## 2 Address

1298 Skippack Pike

## 3 Municipality

Whitpain

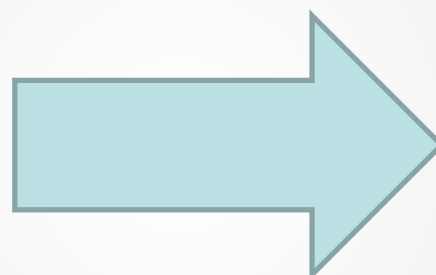
## 4 Nature

Commercial Building Fire

## 5 Update

Fire has been placed under control. MCAI & PSPFM have been notified and are enroute.

Next >



# DPS Alert

Sender E-mail Address:

Montgomery County SAFER Notifications

Sender Caller ID:

United States:6106313028

## Create Message

High priority message *i* *i*

### \* Title

DPS Update: Commercial Building Fire, 1298 Skippack Pike, Whitpain

### Body

**Text**  Include a separate message for email notifications *i*  Hide list of variables

All delivery methods

DPS Alert Update::  
1298 Skippack Pike, Whitpain, Commercial Building Fire.

UPDATE: Fire has been placed under control. MCAI & PSPFM have been notified and are enroute..

Email/Fax : 2259, SMS : 119, Estimated # of SMS : 3 *i*

### Speech

Text-to-speech *i* *i*

Use a voice recording

### Message type:

Standard *i*

Polling *i*

Conference Bridge *i*

[Attach Files](#) *i*

### \* Always send to these contacts

1

[Individuals](#)

0

[Groups](#)

0

[Rules](#)

0

[Map](#)

Enable the system to evaluate all the conditions for all levels

### Dynamic Selections

1

[Individuals](#)

23


[Groups](#)

0

[Rules](#)

0

[Map](#)

**OPEN** DPS Staff Alert: Hazmat, 249 Allentown Rd, Franconia 



ID:8105604014948274

Send update

Close Incident ▾

<b>Opened</b> 2017-10-15 10:24:57 EDT Tim Detwiler	<b>Last Updated</b> 2017-10-15 11:03:11 EDT Tim Detwiler	<b>Closed</b> -- --	 <a href="#">Incident Report</a>
--	--	---------------------------	---

Notifications

Status	Published	Title	Sent On ▾	Sent By	Sent To	Charts
✓		<a href="#">DPS Update: Hazmat, 249 Allentown Rd, Franconia</a>	2017-10-15 11:03:11 EDT	Tim Detwiler	<a href="#">46</a>	
✓		<a href="#">DPS Staff Alert: Hazmat, 249 Allentown Rd, Franconia</a>	2017-10-15 10:24:57 EDT	Tim Detwiler	<a href="#">47</a>	

Incident Journal

 New Entry

## System Alert Notification

Enter / update incident details below

\* 1 Priority i

Non-Priority

\* 2 Audience i

All Emergency Providers

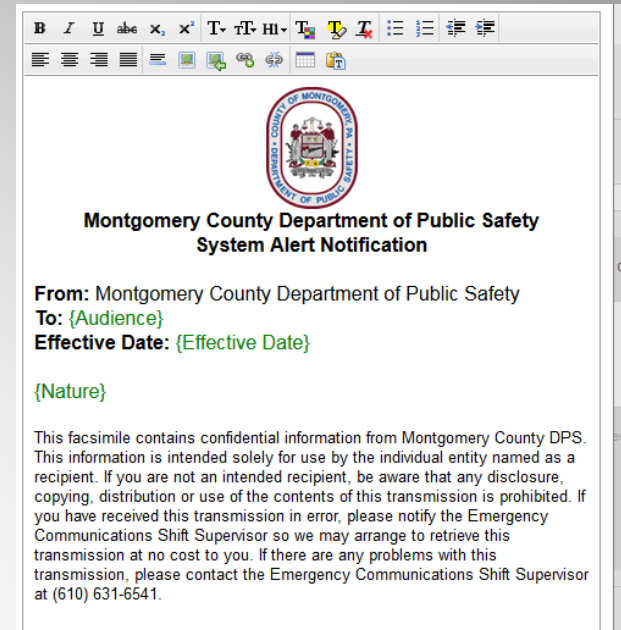
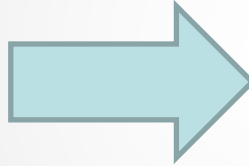
\* 3 Effective Date

10-02-2017 at 19:00:0  [Clear](#)

\* 4 Nature

The Lower Gwynedd tower site is down for maintenance until 2000 tonight.

[Next >](#)



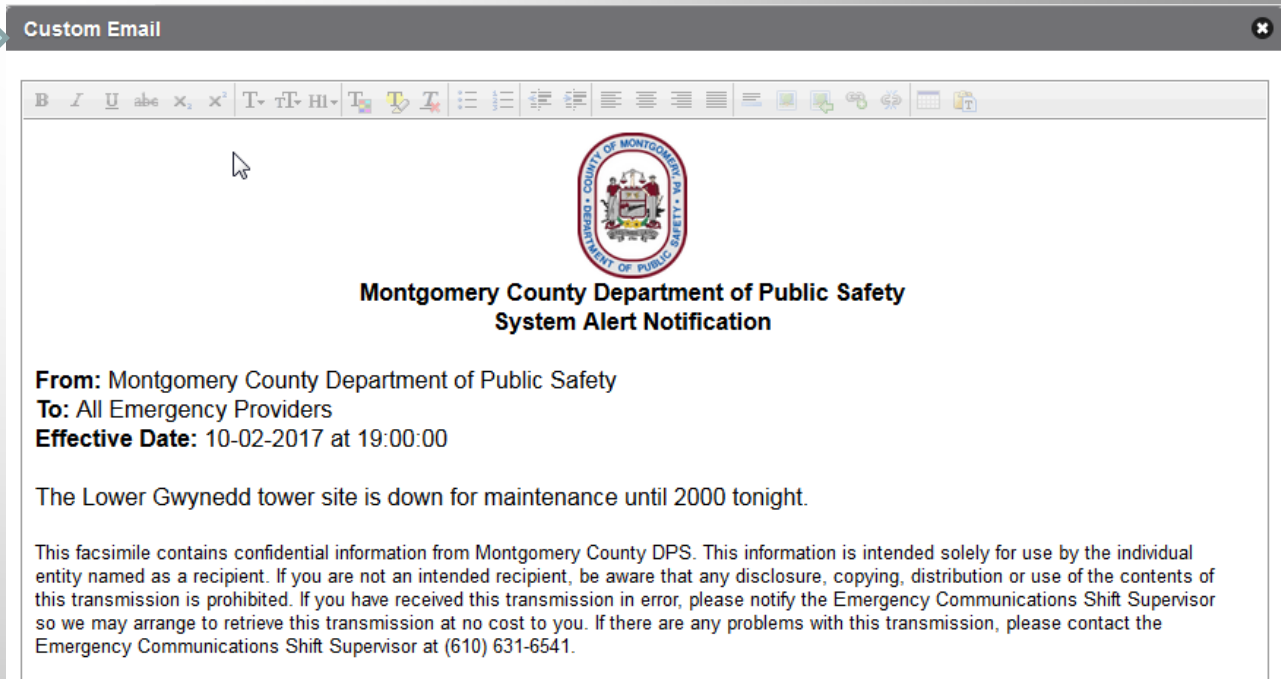
**Montgomery County Department of Public Safety**  
System Alert Notification

**From:** Montgomery County Department of Public Safety  
**To:** {Audience}  
**Effective Date:** {Effective Date}

{Nature}

This facsimile contains confidential information from Montgomery County DPS. This information is intended solely for use by the individual entity named as a recipient. If you are not an intended recipient, be aware that any disclosure, copying, distribution or use of the contents of this transmission is prohibited. If you have received this transmission in error, please notify the Emergency Communications Shift Supervisor so we may arrange to retrieve this transmission at no cost to you. If there are any problems with this transmission, please contact the Emergency Communications Shift Supervisor at (610) 631-6541.

Custom Email



**Montgomery County Department of Public Safety**  
System Alert Notification

**From:** Montgomery County Department of Public Safety  
**To:** All Emergency Providers  
**Effective Date:** 10-02-2017 at 19:00:00

The Lower Gwynedd tower site is down for maintenance until 2000 tonight.

This facsimile contains confidential information from Montgomery County DPS. This information is intended solely for use by the individual entity named as a recipient. If you are not an intended recipient, be aware that any disclosure, copying, distribution or use of the contents of this transmission is prohibited. If you have received this transmission in error, please notify the Emergency Communications Shift Supervisor so we may arrange to retrieve this transmission at no cost to you. If there are any problems with this transmission, please contact the Emergency Communications Shift Supervisor at (610) 631-6541.

# EOC Evacuation

Enter / update Scenario details below.

## 1 Nature

Fire in the server room

Send 2 Template(s) Now

### Templates in this Scenario:

- DPS Directors Conf. Call
- EOC Evacuation

## DPS Directors Conf. Call

Sender E-mail Address: Montgomery County SAFER Notifications  
Sender Caller ID: United States:6106313028

### Create Message

High priority message **i** **i**

#### \* Title

Directors Conference Call

#### Body

**Text**  Include a separate message for email notifications **i**  Hide list of variables

All delivery methods

Please join the DPS Directors Conference Call

Email/Fax : 2424, SMS : 44, Estimated # of SMS : 1 **i**

#### Speech

Text-to-speech **i** **i**

Use a voice recording

#### Message type:

Standard **i**

Polling **i**

Conference Bridge **i**

Everbridge Conference Bridge 4

Conference Bridge Participant Limits. **i**

Only 10 Conference Bridge notifications can be active at once. **i**

[Attach Files](#) **i**

**Text**  Include a separate message for email notifications **i**  Hide list of variables

All delivery methods

The EOC is being evacuated for a Fire in the server room. All available telecommunicators are to report to the PSTC.

Email/Fax : 2365, SMS : 105, Estimated # of SMS : 2 **i**

#### Speech

Text-to-speech **i** **i**

Use a voice recording



## Launch the Incident...

FieldComm Requested: [Change](#)

	Variable Name	Incoming Source	Regular Expression	Location in Source <span>i</span>
<input checked="" type="checkbox"/>	Address	Email Body	<input checked="" type="checkbox"/> ON	^(.*)XST:
<input checked="" type="checkbox"/>	Cross Streets	Email Body	<input type="checkbox"/> OFF	XST: { Cross Streets } MUN:
<input checked="" type="checkbox"/>	Municipality	Email Body	<input type="checkbox"/> OFF	MUN: { Municipality } NAT:
<input checked="" type="checkbox"/>	Nature	Email Body	<input type="checkbox"/> OFF	NAT: { Nature } ,
<input checked="" type="checkbox"/>	Map/Box Plan	Email Body	<input type="checkbox"/> OFF	MAP/BOX: { Map/Box Plan } ADC
<input checked="" type="checkbox"/>	Event Number	Email Body	<input type="checkbox"/> OFF	I# { Event Number } ,
<input checked="" type="checkbox"/>	Dispatch Time	Email Body	<input type="checkbox"/> OFF	TIME: { Dispatch Time } ,
<input checked="" type="checkbox"/>	Notes	Email Body	<input checked="" type="checkbox"/> ON	NOTES:((?(?!TRUCKS:){0,1990})
<input checked="" type="checkbox"/>	Trucks	Email Body	<input checked="" type="checkbox"/> ON	TRUCKS:(.*)

Override template contact selections with the ones selected below.

[▶ Test Variables](#)

Automatically close the incident after successful launch

## FieldComm Requested

Enter / update incident details below

1 Address

2 Cross Streets

3 Municipality

4 Nature

5 Map/Box Plan

6 Event Number

7 Dispatch Time

8 Notes

9 Trucks

Next >

Flood Alert - Pennypack Creek @ Philadelphia Flood Alert - Pennypack Creek @ Philadelphia " Gauge Location - North of Rhawn St @ Pennypack Park - Philadelphia Flood Gauge Status minor - Stage Gauge Depth - 7.22 Feet URL: https://water.weather.gov/ahps2/hydrograph.php?wfo=phi&gage=pllp1

**Launch the Incident...**

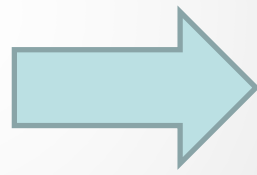
**River Gauge Alert:** [Change](#)

Variable Name	Incoming Source	Regular Expression	Location in Source
<input checked="" type="checkbox"/> Water Body	Email Body	<input type="checkbox"/> OFF	Flood Alert - { Water Body }
<input checked="" type="checkbox"/> Gauge Status	Email Body	<input type="checkbox"/> OFF	Flood Gauge Sta { Gauge Status }
<input checked="" type="checkbox"/> Gauge Depth	Email Body	<input type="checkbox"/> OFF	Gauge Depth { Gauge Depth }
<input checked="" type="checkbox"/> Gauge Location	Email Body	<input type="checkbox"/> OFF	Gauge Location - { Gauge Location }
<input checked="" type="checkbox"/> URL	Email Body	<input checked="" type="checkbox"/> ON	URL:(.*)

Override template contact selections with the ones selected below.

[Test Variables](#)

Automatically close the incident after successful launch



This is a MontcoSAFER Notification

[Please click here to acknowledge receipt of this message](#)

**River Gauge Alert: Pennypack Creek @ Philadelphia**

**Flood Alert - Pennypack Creek @ Philadelphia**  
Gauge Location = North of Rhawn St @ Pennypack Park - Philadelphia  
Gauge Status = minor - Stage  
Gauge Depth = - 7.22  
https://water.weather.gov/ahps2/hydrograph.php?wfo=phi&gage=pllp1

PLEASE DO NOT REPLY TO THIS MESSAGE